

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2).

1. Post <u>Consulate General Lagos, Nigeria</u>		2. Agency <u>Department of State</u>		3a. Position Number <u>See addendum</u>	
3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No					
4. Reason For Submission <input type="checkbox"/> a. Redescription of duties: This position replaces (Position Number) <u>See above</u> (Title) <u>NIV/IV Assistant</u> (Series) _____ (Grade) <u>FSN - 8</u> <input type="checkbox"/> b. New Position _____ <input type="checkbox"/> c. Other (explain) _____					
5. Classification Action		Position Title and Series Code		Grade	Initials
a. Post Classification Authority		NIV/IV Assistant		<u>FSN-8</u>	
b. Other					
c. Proposed by Initiating Office					
6. Post Title Position (If different from official title) <u>NIV/IV Assistant</u>			7. Name of Employee		
8. Office/Section <u>Consular Section</u>			a. First Subdivision <u>Visa Unit</u>		
b. Second Subdivision			c. Third Subdivision		
9. This is a complete and accurate description of the duties and responsibilities of my position. Printed Name of Employee _____ Signature of Employee _____ Date (mm-dd-yyyy) <u>05-05-2015</u>			10. This is a complete and accurate description of the duties and responsibilities of this position. Printed Name of Supervisor _____ Signature of Supervisor _____ Date (mm-dd-yyyy) <u>5/6/15</u>		
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. Printed Name of Chief or Agency Head _____ Signature of Section Chief or Agency Head _____ Date (mm-dd-yyyy) <u>MAY 06 2015</u>			12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. Printed Name of Admin or Human Resources Officer _____ Signature of Admin or Human Resources Officer _____ Date (mm-dd-yyyy) <u>5/6/15</u>		
13. Basic Function Of Position Performs the complex task of processing the full range of non-immigrant and immigrant visas for Nigerian citizens and third-country nationals. Refers only unusual, complex, or questionable cases to the team leader, LES supervisor, or consular officer. This work is performed as a member of one of four rotating Visa Unit teams, who share duties over the course of the year.					
14. Major Duties and Responsibilities _____ % of Time 35% of time: Employee is responsible for processing a broad range of immigrant visa (IV) cases for final interview by a consular officer. Employee is responsible for retrieving and preparing files for IV interviews, including K fiancé(e) visas. Pulls petitions and NCIC hits from files, uploads DS-260 application, and does CLASS background check on each applicant. Included in this process is the review of the I-864 Affidavit of Support (AOS) for accuracy. Registers I-129F visa petition for K visas. Verifies date in which application is received, looks for missing dependents in some cases, updates contact information. If information is missing, employee notifies _____ (Continue on blank sheet)					

15. Qualifications Required For Effective Performance

- a. Education
Bachelor's degree in one of the following: Art, Business Administration, Computer Science, Education, Engineering, Foreign Language, History, International Relations, International Affairs, Literature, Liberal Arts, Political Science, Psychology, Social Science or Sociology is required.
- b. Prior Work Experience
Two to three years of progressively responsible work experience in the application of regulatory material and in public contact work, the lesser amount being acceptable if acquired in visa work.
- c. Post Entry Training
Training in NIV and IVO software. Immigration Law and Visa Operation Consular Correspondence Course will be required within the first year in the position. Relevant correspondence training.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read). Level IV (fluent) speaking/reading/writing English is required. Level IV (fluent) speak/reading Yoruba, Igbo, or Hausa are required.
- e. Job Knowledge
Must have detailed knowledge of U.S. immigration laws, regulations and procedures, and the Unit's standard operating procedures and Departmental guidance relating to correspondence on complex visa issues. Must have a complete understand of all computer based NIV and IV programs.
- f. Skills and Abilities
Level III keyboarding and data entry skills. Ability to draft correspondence in level IV English; must be able to interpret and discuss in at least one local language. Requires tact and judgment in dealing with the public. Must be able to maintain appropriate confidentiality and to preserve the integrity of the consular system. Must be able to withstand external pressure from persistent applicants and petitioners. Must be able to work under pressure and prioritize work to suit team needs.

16. Position Element

- a. Supervision Received
Works under the daily supervision of an FSN8 Team Leader. Requires minimum supervision on assigned tasks which are rotated monthly. Consults team leader only on matters related to complex and sensitive visa cases. Evaluation is written by FSN8 Team Leader and reviewed by American unit chief.
- b. Supervision Exercised
Not applicable.
- c. Available Guidelines
Immigration and Nationality Act; Vol. 9 of the Foreign Affairs Manual (8CFR and 22 CFR); locally established procedures (SOPs) and/or regulations governing the visa services are provided by the Consular Chief.
- d. Exercise of Judgment
The position requires the exercise of judgment in evaluating the completeness and accuracy of visa applications and documents. Must exercise tact and good judgment in dealing with the public, and know when to refer a case to a supervisor. Should be thoroughly familiar with Section 222(f) requirements of the INA, exercising appropriate judgment on the type and amount of detailed information which may be shared with a caller.
- e. Authority to Make Commitments
Can commit applicants to the provision of additional information.
- f. Nature, Level, and Purpose of Contacts
Has daily contact with the general public seeking visas and visa information by direct contact, telephone and email to resolve visa issues. Extreme professionalism is required due to regular contact with U.S. citizens, other diplomatic missions and personnel.
- g. Time Expected to Reach Full Performance Level
One year

35% of time:

Employee is responsible for processing a broad range of immigrant visa (IV) cases for final interview by a consular officer.

Employee is responsible for retrieving and preparing files for IV interviews, including K fiancé(e) visas. Pulls petitions and NCIC hits from files, uploads DS-260 application, and does CLASS background check on each applicant. Included in this process is the review of the I-864 Affidavit of Support (AOS) for accuracy. Registers I-129F visa petition for K visas. Verifies date in which application is received, looks for missing dependents in some cases, updates contact information. If information is missing, employee notifies applicant. Acts as interpreter of any one of native Nigerian languages for officers during interview when applicants cannot communicate in English language.

Reviews IV petitions received from the National Visa Center (NVC) to verify the applicant's and petitioner's names, classifications, and priority dates. Searches and sends IV files request by USCIS for adjustment of status. Responsible for filing IV petitions received from NVC, annotating no-show cases in the IVO system and any other supporting documentation. Scans into IVO all documents relating to the filing of an Application for Waiver of Grounds of Inadmissibility, and all documents relating to any case in which a Recommendation for the Revocation of an Approved Petition has been made.

Schedules and provides intake services for DNA collection. Receives photocopy of demographics page from Accountable Officer, updates DNA database, schedules applicants for sample collection appointments, updates appointment log, and files demographics page in folder, notating appointment date/time. On the day of collection, employee is responsible for collecting intake sheets, completing applicant biographic intake in the DNA booth, and explaining all DNA testing issues and processes to applicants. Employee must ensure utmost confidentiality and sensitivity in the handling of each DNA case.

35% of time:

Employee is responsible for processing a broad range of non-immigrant visa (NIV) cases for final interview by a consular officer, including A and B referrals, VIP cases, and participants of the Business Visa Program. Provides high levels of customer service to hundreds of applicants daily. Acts as interpreter of any one of native Nigerian languages for officers during interview when applicants cannot communicate in English language.

Employee is responsible for loading each applicant's DS-160 visa application, correcting mistakes in their application, scanning their passport photos, collecting their biometrics, and ensuring they have paid the correct visa fee. Verifies the quality of their passport photos and authenticity of applicant's documents, including passports and Department of Homeland Security petitions. Scans visa petitions, employment contracts and other relevant documents into consular software. Ensures compliance with applicable State Department and other regulations pertaining to NIVs.

Works with CGI contractors who provide entry services to visa applicants. Liaises with CGI to ensure an appropriate number of applicants are moved from the visa pavilion to the waiting room throughout the day. Assists the team leaders in completing administrative and clerical tasks as necessary.

15% of time: